











## Contact us

-  **Return form to:** Customer Feedback  
GPO Box 1669 Adelaide SA 5001
-  **Email** [housingfeedback@sa.gov.au](mailto:housingfeedback@sa.gov.au)
-  **Online** at [www.sa.gov.au/housing](http://www.sa.gov.au/housing)
-  **Phone** 131 299
-  **Visit** one of our Housing SA offices
-  **Maintenance enquiries** 131 288
-  **National Relay Services**  
TTY/Voice calls 133 677  
**Speak and Listen** 1300 555 727

## What happens to my feedback?

-  We will share your compliment with the person or area.
-  We will pay attention to your complaint right away and try to find a solution. We will tell you what happens with your complaint.
-  We will find the right person to look into your suggestion. We will tell you what happens with your feedback.

## If you are not happy with our response, you can contact:

-  **Ombudsman SA**  
(08) 8226 8699  
1800 182 150 (Outside Metro)
-  PO Box 3651, Rundle Mall  
Adelaide SA 5000
-  [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)
-  [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)

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-  **Health and Community Services  
Complaints Commissioner**  
(08) 8226 8666  
1800 232 007 Country SA (land line)
-  PO Box 199, Rundle Mall  
Adelaide SA 5000
-  [www.hcscs.sa.gov.au](http://www.hcscs.sa.gov.au)

**For more  
information,  
call 131 299**

DEC 2019

# Housing SA Customer Feedback

**Tell us what you think**



**Government of South Australia**  
SA Housing Authority

# Tell us what you think | Housing SA customer feedback form

First name:

Last name:

Address:

Postcode:

Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Date: \_\_\_\_\_

## I am a: (tick box)

Housing SA customer  Housing SA customer relative

Client of a Specialist Homelessness Service (specify) \_\_\_\_\_

Other (specify) \_\_\_\_\_



Compliment



Complaint



Suggestion

## What would you like to tell us?

## Contact me by: (tick box)

 Phone

 Email

 Letter

We collect, manage, use and disclose personal information in accordance with the Information Privacy Principles Instruction.

What you tell us is private.

We only use the ideas to help make our services better.

## What would you like to happen?